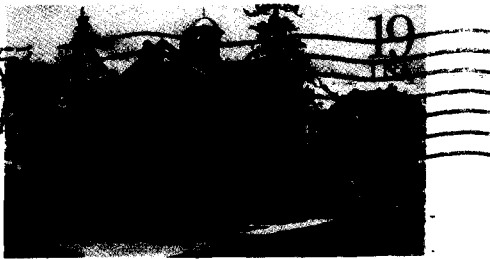


206 Terrace Place  
Lincolnton, N.C. 28222



DEC 17 '92  
NORFOLK, VA.

93020057

F.C.C.

Waller Hall  
Salem, Oregon  
Willamette University  
Sesquicentennial  
1842-1992

Att:

J. J. Freeman, Dir.  
Field Operation Bureau  
Norfolk Office  
FCC Bldg. - 1200 Communication Cir.  
Virginia Beach, Va. 23455

©USPS 1991

Dear Mr. Freeman,

We ask you to please investigate CenCom Cable Company here in Lincolnton. They are raising rates again. They are the highest already in the whole area, and they just suddenly announced a \$2.00 per month raise. We are on fixed income and only recently were able to afford the luxury of basic cable so we wouldn't have to bother with antennae any more. Please let us have access to another company. My sister is on Jones Inter Cable (in Cramerton) & her basic is almost 10.00 cheaper than ours, plus they offer a senior citizen's discount. Please help us!!!

Sincerely,  
Mr/Mrs Jack Cadenhead  
206 Terrace Pl., Lincolnton, N.C. 28042

RECEIVED

Mrs. Stephen A. Seone III  
2 Cornwall Road, Rehoboth Beach, De. 19971

JAN 4 1993

FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

93020029

12/24/92

after writing to our  
Senator & Rep asking them  
to vote \*NO\* on the  
bill I find this in my  
mail 12/23 — "closing the  
damn door after the horse  
escaped" — we all knew  
what would happen —  
Hew. Sa —

12/23/92

RECEIVED

To whom it may concern:

JAN 4 1993

FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

This is to let you know  
that I am against this  
raise in cable rates.

I am enclosing an article  
from our local paper which  
shows how the rates have  
increased in the last 6 yrs.

We now have 36 stations  
on cable and that is enough  
for me. Keep what we  
have now and keep the  
price down

Ernest Nagle  
1235 W Main  
Ottawa Ill

93020004

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JAN - 4 1993

FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

RECEIVED

93020030

FEB - 8 1993

FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

FCC

1919 M St NW Wash DC 20554

Dear Sirs:

Cable Ser. Inc. serves us here in  
Jonestown N.D. and we are getting  
a questionable increase in rates brought  
on (they claim) because of new federal  
regulations. Many of us feel this is  
unjustified. But, I am more concerned  
about the service we receive and would  
request of the FCC to check this network.  
The sound varies so from channel to channel  
and the one half hour ads at nite after  
several years are unbearable. I have  
been in many other cities and don't see  
the same we do here in Jonestown N.D.

Please check this Cable service out

Thank You GRAYCEN

701-251-1705

Oliver J. Graves

308 - 15 St SW

Jonestown N D 58401

WILLIAM G. ELLIS  
105 FAYE ST.  
LIBERTY, S.C. 29657  
DECEMBER 23, 1992  
PHONE: 803-843 5678

MASS MEDIA BUREAU 93020032

COMPLAINTS AND INVESTIGATIONS

FEDERAL COMMUNICATIONS COMMISSION

2025 M STREET, N.W. **RECEIVED**

Room 8210

JAN - 4 1993

WASHINGTON, D.C. 20554

FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

DEAR SIR:

THIS IS TO INFORM YOU OF A RATE  
INCREASE ON OUR CABLE T.V. BILL  
AS OF JANUARY 1, 1993, THE NAME  
OF THE CABLE COMPANY INVOLVED IS  
NORTHLAND CABLE TELEVISION, P.O. Box 718,  
LIBERTY, S.C. 29657.

THE CABLE COMPANY THAT OPERATES RIGHT  
UP TO THE CITY LIMITS (BUT WILL NOT COME IN),  
WHO'S NAME IS GENESIS OFFERS MANY

#2

MORE CHANNELS FOR THE SAME PRICE.  
WE FEEL LIKE WE ARE A CAPTIVE AUDIENCE  
FOR NORTHLAND'S POOR OFFERING AND  
HIGH RATES.

RESPECTFULLY,  
William G. Elli

INCL / ONE OLD BILL AT OLD RATES.  
ONE NEW BILL AT NEW RATES.  
ONE NOTIFICATION OF RATE HIKE  
THAT I HAD TO GO TO CABLE T.V.  
OFFICE TO GET.

In regards to Cable TV

An article (enclosed) appeared  
in our Bay City Times & I  
just want to make  
comments.

RECEIVED  
JAN 24 1993  
FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

In 1982, we had  
Cable installed when it came  
into this area (Whitney Cable)  
The monthly charge was  $9^{50}$ .  
It seemed like every year or so  
there would be a jump in rates.  
After Whitney left, Centel Cable  
took over - more rate  
increase. Then C-Tech Cable  
took over & more rate increase.  
What is upsetting is usually  
a rate increase comes at year  
end. This year with fear of  
Cable rate regulation going  
into effect. We got raised in  
November. We now pay  $21^{95}$ !

I am elderly & on a fixed  
income as are most people  
in this area & I think its  
outrageous what one has to  
pay for entertainment when  
you're unable to get out.

93020046



I think it was wrong for  
Pres. Bush to veto the bill.

I do hope someone can  
do something for us seniors.

Thank you -

Olga Lee

1916 Grouse Ln.

St. Helen, Mi

48656

# Feds watching cable TV rates

■ Increases made before new law effective targeted

WASHINGTON (AP) — Federal regulators say they'll keep a close eye on any big cable TV price increases that occur before a new cable TV rate-regulation law goes into effect.

At its monthly meeting Thursday, the Federal Communications Commission approved several steps in the rule-making process for enforcing the new law and cautioned FCC staff to be on the lookout for abusive rate hikes.

FCC Chairman Alfred Sikes said cable television rate increases before the law is fully implemented "need to be targeted and scrutinized."

The law that put monopoly cable television systems back under federal control was passed over President Bush's veto in October.

It requires the FCC to establish a rate formula for "basic" cable service, which includes all local broadcast stations and public and government access cable stations.

It also requires the FCC to set specific service standards and

make rules to enable cable competitors to get access to programming now seen on cable.

Public comment must be gathered before the FCC rules will be final.

But in the interim, scattered rate increases by cable companies have occurred.

In a letter Wednesday to the FCC, the senators and House members who led the fight for the new law urged the commission "to pay particular attention to those cable operators who rush through rate increases in anticipation of rate regulation."

"Some cable operators have even asserted that their rate increases are a result of the Cable Act. These assertions are false," said the letter from Sens. Ernest Hollings, D-S.C., Daniel Inouye, D-Hawaii, Slade Gorton, R-Wash., John Danforth, R-Mo., and Reps. Edward Markey, D-Mass., and John Dingell, D-Mich.

"Nothing in the act requires rate increases. To the contrary, the act gives the FCC and local governments new authority to regulate rates."

FCC members cautioned their staff to pay special attention to provisions for rollbacks and refunds as they work on regulations.

Page of caption page



Dear Adelphia Customer:

Effective with your January bill, Adelphia's cable television service rates will increase. This adjustment is necessary because we continue to absorb steady increases in operating expenses. For example, we have seen increases in programming fees and in our costs for insurance, construction materials, vehicle maintenance, and utilities. In order for us to continue to provide quality programming and maintain a technically sound cable system, we find it necessary to adjust our monthly rates. The new rates will be as follows:

Service	Present Rate	Change	New Rate
<u>monthly rates</u>			
Broadcast Service (consists of broadcast channels)	\$ 8.00	-	\$ 8.00
* Satellite Service (consists of satellite channels)	\$ 9.95	\$ 2.00	\$11.95
Standard Service (consists of Broadcast Service and Satellite Service)	\$17.95	\$ 2.00	\$19.95

\* not available on a stand-alone basis

Congress recently passed a law to regulate specific areas of the cable tv industry. The main regulatory effect of this law upon Adelphia will be to control the price of our Broadcast Service. However, the new Cable Act will not preclude normal cost-of-business increases on satellite-delivered services, and Adelphia's proposed rate change is in compliance with the present interpretation of this law. Adelphia will continue to monitor any new legislative developments and will keep you informed of any effects the new Cable Act may have on you.

(continued on reverse side)

016-19/G698 1192

Cable television remains an excellent value, especially when compared to other forms of entertainment. On average it now costs a family of four \$25.00 to see a single movie at a theater or about \$80.00 to attend a professional sports event. By comparison, Adelphia's Standard Service, offering a wide variety of entertainment, sports, and informational programming at only \$19.95/month, offers a tremendous value.

We wish to express our appreciation for the opportunity to provide you with cable television service. If you have any questions, comments, or suggestions, please feel free to telephone or write our office.

Sincerely,

Adelphia Cable

93020046, 1992

Dear Mr. Fike

RECEIVED

RECEIVED

I am writing to you in response to a news item about abusive rate hikes.

DEC 22

PM '92

JAN - 4 1993

Our local cablevision office charges a

FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

month for cablevision, this is without any premium channels. They are planning on Feb. 1, 1993 to increase this by \$2.00 per mo. They are also planning in Jan. 1, 1993 to start charging 95¢ per mo. for the cable guide, which has always been free, or part of your service package. I feel that this is a \$2.95 raise, in their rate. To offset this raise they are adding two channels, which I feel is a cover-up for the raise.

I contacted the Continental Cablevision Office on Dec. 14, 1992 and was informed that they had no address to write to you and that the rate increase was due to the new Federal Regulations.

I am enclosing the flyer that they sent me about the rate increase. At present I have the Standard service package and H.B.O. I was informed by their office that, to change to the basic Broadcast Service - less for \$8.95 a month I could not get H.B.O. added on and the cost would be \$100.00 back up for the this service. The reason for the rate increase as to Continental Cablevision Office, is to pay the local channels so they can broadcast

them. I feel that we are being ripped off by  
this company and the rate increase is going in  
effect, to beat the deadline.

Thank you very much for  
your time!

Ronald W. Walton

1005 So. 12<sup>th</sup> St.

QUINCY, ILLINOIS 62301

Phone 317 - 284 - 3052

P.S. I had to call W.G.E.M. T.V. to get your  
address, to write to you!

93-497

93020036

Dec 14 1992  
RECEIVED

FCC

JAN 4 1993

FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

Despite warnings from  
our federal government, it  
appears that our local cable-  
vision company is raising  
rates before implementation  
of the new regulatory agency.

I forward this information  
for your review or action.

Sincerely,

Paul K. Daly  
17826 Crossing Blvd  
Baton Rouge, LA  
70810

93020055

TRIAX  
Cablevision

RECEIVED

10 Perry Morris Square  
Milton, West Virginia

JAN - 4 1993

FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY  
25541

Phone 1-800-458-7429

MRg. Bob Hegg

RECEIVED  
JAN 10 1993  
FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

Please help us to find out if this  
Rate increase is legal And why.

I wish to remain silent And not give my  
NAME FOR FEAR OF service disconnect.

Thank you,  
W.Na. Cable Subscriber



# The Daily Times

Monday, December 21, 1992 148th Year—300th Day

## Sammons increases cable service rates

By **PAT HARRISON**  
City Editor

The cost of Sammons cable television service is going up Feb. 1.

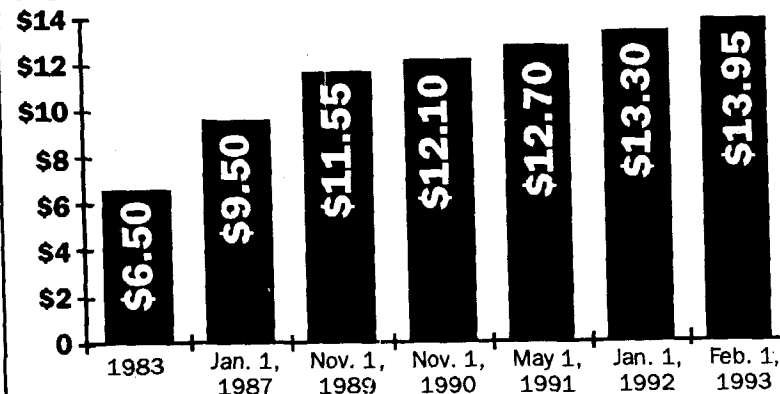
Sammons Communications of Illinois Monday said the rate for basic services will increase 65 cents, to \$13.95 monthly. Kangley residents will pay \$15.95.

Monthly rates for HBO and Showtime will increase 35 cents and 30 cents respectively Jan. 1. The new monthly rates will be \$11.45 for HBO and \$11 for Showtime. Monthly rates for Cinemax and The Disney Channel will not increase.

The last increase for basic service, 60 cents a month, was Jan. 1 of this year.

Sammons General Manager James Mumma attributed the increases to the cost of installing new converter boxes, which will allow Sammons to increase programming. Mumma declined to say what

### Sammons monthly service charges



The Daily Times/CLAIRE R. FLIESS

other channels might be offered.

He said a fire in the firm's Streator office damaged computers that turn on converter boxes. New computer equipment is being installed, Mumma said.

The new converter boxes will be half the size of current ones, will have remote and volume control and provide Sammons the ability to carry up to 86 channels, Mumma

SEE **CABLE** ON PAGE 10

## ■ CABLE

CONTINUED FROM PAGE 1  
said.

He said customers will be mailed notices in January about turning in old converter boxes for new ones.

"The costs of quality programming are continuing to increase, thus causing the fees we pay to carry these channels to also rise," Mumma said. "Even though price increases are never pleasant, the majority of our subscribers do not want us to cut back on the services we deliver."

The rate increase, however, could be subject to scrutiny by the Federal Communications Commission.

Federal regulators say they will keep a close eye on any big cable TV price increases that occur before a new cable TV rate-regulation law goes into effect.

The FCC last week approved several steps in the rule-making process for enforcing the new law and cautioned FCC staff to be on the lookout for abusive rate increases.

FCC Chairman Alfred Sikes said cable television rate increases before the law is fully implemented "need to be targeted and scrutinized."

The law that put monopoly cable television systems back under federal control was passed over President Bush's veto in October. It requires the FCC to establish a rate formula for basic cable ser-

vice, which includes all local broadcast stations and public and government access cable stations.

It also requires the FCC to set specific service standards and make rules to enable cable competitors to get access to programming now seen on cable.

Public comment must be gathered before the FCC rules will be final.

An FCC spokesman said that anyone objecting to the latest increase by Sammons should write the FCC. The address is Federal Communications Commission, Dockets Branch MM92-266, 1919 M Street Northwest, Washington, D.C. 20554.

"Recent increases will be rolled back if they are in areas where there is no effective competition and rates are deemed unreasonable," an FCC spokesman said.

Mumma declined to comment on the possibility of a rollback.

Ottawa, Streator, Marseilles, Seneca and Naplate filed a suit in 1987 against Sammons over an increase in rates. They claim rates cannot be raised without local government approval.

Mumma has contended the rate increases were legal because the franchise agreement with the city allows Sammons to raise rates 5 percent without a hearing.

### ■ THE ASSOCIATED PRESS

provided information for this article. A related article is on page 5.

## TV NEWS BRIEFS

### Regulators planning to keep close eye on cable-TV prices

Federal regulators say they'll keep a close eye on any big cable-TV price increases that occur before a new cable-TV rate-regulation law goes into effect. At its monthly meeting, the Federal Communications Commission approved several steps in the rule-making process for enforcing the new law and cautioned FCC staff to be on the lookout for abusive rate hikes.

Compiled from reports by *The Associated Washington Post*.

### Metropolitan-Area Cable Rates

Company (Subscribers)	Basic Monthly Rate	No. of Basic Channels	Date Of Last Increase	Amount Of Last Increase	Hook-up Charge
Cox Cable (87,000)*	\$19.95	46	2/92	\$1.20	\$59.95
TCI Cable of the Midlands (32,500)	20.95	32	2/92	1.00	49.95
Douglas Co. Cablevision (16,300)	17.50	31	7/91	1.00	30.00
Amer. Heritage Cablevision (15,700)	21.50	32	5/92	1.25	40.00

\*Cox Cable's listed monthly rate and hook-up charge take effect in January 1993.

Source: Cable companies.

## Firms to Follow Cox Lead In Increasing Cable Rate

BY GARY NEWMAN  
WORLD-HERALD STAFF WRITER

Even though Cox Cable Omaha proposes raising its monthly rate by 6 percent in January, the rate still would be lower than two of the three other cable systems serving the Omaha-Council Bluffs metropolitan area.

The other cable companies indicated they will follow the Cox lead and boost their prices within the year.

Cox's rate for its 30-channel basic service is \$18.75 per month. Cox said it will go to \$19.95 in January. Cox provides service in Omaha and parts of Douglas and Sarpy Counties.

Cox cited "escalating, uncontrollable business expenses" in announcing plans for the increase.

Dennis Jadlot, general manager of American Heritage Cablevision in Council Bluffs, said: "Cable television is like any other business. We buy wholesale and sell retail, and the cost of doing business is going up."

American Heritage serves Council Bluffs and part of Pottawattamie County.

Julie Breeling, marketing manager for TCI Cable of the Midlands, said its subscribers probably will face another increase, "but I'm not at liberty to say when or how much."

TCI serves Bellevue, Papillion, La Vista, Ralston and parts of Douglas and Sarpy Counties.

American Heritage has the metro area's highest subscriber fee. Jadlot predicted a 4 percent to 6 percent increase during 1993.

Douglas County Cablevision's manager, D.K. Ross, said monthly rates will increase as new channels are added. That might begin as early as April, he said. The company has customers in Omaha and Douglas County.

In all cases, an increase in subscriber rates means an increase in franchise fees paid to cities and counties that the cable companies serve.

The franchise fees are based on gross revenues. American Heritage pays 3 percent, Cox and Douglas County Cablevision pay 5 percent and TCI pays from 3 percent to 5 percent among the seven areas it serves.

Today in History

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93020028

JAN - 4 1993

CHAIRMAN ALFRED SIKES

FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

DEC 18, 92

SINCE THE CABLE T.V. RATE-REGULATION ACT HAS NOT  
YET GONE INTO EFFECT, I WOULD LIKE TO SUGGEST THAT  
THE FCC ROLL BACK PRICES TO BEFORE REAGAN GAVE  
THE GREEN LIGHT TO THE CABLE COMPANIES TO RIP  
OFF THE PUBLIC AND STEAL ALL THE LOOT THEY  
COULD BEFORE BUSH HAD TO LEAVE OFFICE

I AM ENCLOSING A COPY OF MY COST BEFORE  
REAGAN SET THE CABLES LOOSE ON THE PUBLIC  
AND WOULD LIKE TO SEE THE FCC MAKE THE  
CABLE CO. GO BACK TO THESE PRICES AS OPPOSED  
TO THE PRICES THEY NOW CHARGE

RESPECTFULLY

406-388-4371

Richard J. Helms  
701 Dakota  
Belgrade MT 59714

## BIDEN SEEKS INQUIRY INTO CABLE RATE HIKE

Senator Biden recently wrote to the Chairman of the Federal Communications Commission, the agency charged with implementing and enforcing the Cable Competition Act, asking him to determine whether recent rate increases by Delaware cable companies comply with the regulations required by the new law. In his letter Biden said:

*"I want to make certain these rate hikes receive the full scrutiny of the Federal Communications Commission. The questionable timing of the increases - announced in the interim between the enactment of the cable law and the Commission's promulgation of new rate regulations - should not, in my opinion, shield them from being rolled back if such action is dictated by the new law."*

Biden asked for a full accounting of the Commission's proposals to review rate increases announced before the regulations are drawn up and requested a timetable for when the new rules will be issued. ■

■  
If you would like to send your comments to the Federal Communications Commission, you can write to:

Chairman,  
Federal  
Communications  
Commission,  
1919 M Street, N.W.,  
Washington, DC  
20554

United States Senate  
Washington, DC 20510-0802

Public Document  
OFFICIAL BUSINESS

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FEB - 8 1993

FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

U.S.S

Blk. Rt.  
CAR-RT SORT

Postal Customer  
DELAWARE

SPECIAL REPORT  
ON CABLE RATES

352059

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JAN - 4 1993

FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

Dec 29 10 43 AM '92

RECEIVED  
RADIO MEDIA BUREAU

December 23, 1992

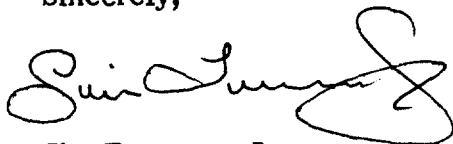
FCC  
Room 222  
1919 M Street, NW  
Washington, DC 20554

Subject: Cable Television Rate Regulation

Dear Sirs:

As expected, our cable system is doing exactly what the ELECTRONIC MEDIA article states.

Sincerely,



Jim Tuverson, Jr.  
5420 Sylmar Avenue, #308  
Van Nuys, CA 91401

that it may force them to invest in expensive technology that the public may not want.

Mr. Sikes' efforts to permit the phone companies to offer cable have also been of concern to broadcasters and existing cable operators for competitive reasons.

Moreover, many broadcasters were appalled when Mr. Sikes told an industry contingent that he believed the future belonged to cable and other multichannel video services, not broadcasting.

"He has always remained true to his convictions, and although we may not have seen eye-to-eye on every issue, he has always been willing to give us a fair hearing," says Eddie Fritts, president and chief executive officer of the National Association of Broadcasters.

Inside the agency, Mr. Sikes has also been criticized for a lack of sensitivity to the concerns of the other commissioners.

Sources say weaknesses in his political skills put a strain on agency relationships and thwarted compromise on some key issues.

"He gets high marks for steadfastness, but that reduced his ef-

**AL SIKES**  
Departing FCC Jan. 19

fectiveness in the end," says Andrew Schwartzman, executive director of the watchdog Media Access Project.

Indeed, some high-level FCC sources insist that had Mr. Sikes been willing to bend a bit, he may have been able to avoid perhaps his most highly publicized loss, over the financial interest and syndication rules.

According to the sources, Commissioner Andrew Barrett joined the three-person majority opposing Mr. Sikes' effort to eliminate the rules only after Mr. Sikes refused to accept a proposal by Mr. Barrett that would have phased out the regulations after a three-year transition.

The result: Instead of winning a majority vote to eliminate the rules last year, Mr. Sikes came out on the losing end of a 3-2 vote to keep modified rules, and now it will be up to his successors to untangle the remaining mess.

Mr. Sikes disputed that assess-

well-publicized efforts to bring to the fore proposals to reform the regulations, but his colleagues have forced him to retreat each time.

Mr. Sikes also insists that despite perceptions to the contrary, there have been periods of harmony at the commission.

However, as recently as last week, Mr. Sikes was widely perceived as insulting his two Republican colleagues, Sherrie Marshall and Mr. Barrett, during what was supposed to be a light-hearted roast here honoring his impending departure.

According to Mr. Sikes, the barbs were meant to be in fun, but sources say they weren't taken well by the audience or some members of the commission.

Said Mr. Sikes of the fuss, "There are little minds over here who are always interested in trying to cause fights, and I'm not interested in fighting."

"Overall," says FCC Commissioner Jim Quello, one of Mr. Sikes' most consistent supporters over the years, "despite all the churn here at the commission, he achieved a lot of things." #

networks each found something to cheer about.

Barbara Brogliatti, a spokeswoman for the Hollywood coalition that supports the rules, said, "We're real pleased and relieved that the FCC will be able to review the matter absent the chaos that would certainly result in the marketplace if there were no rules in place."

Said Robert Wright, president and chief executive officer of NBC, "Virtually every independent expert that examined the rules over the last decade agreed they have no place in today's diverse, global marketplace.

"The court's action... provides further evidence of this fact," he said.

Sources who are close to the case also said the court's ruling gives Hollywood a chance to prop the regulations up.

However, the sources warn that the 120-day turnaround is expected to strain the FCC, which is also supposed to come up with a host of new cable TV regulations in April.

Also complicating the picture is the fact that the FCC is expected to lose two of its commissioners soon—FCC Chairman Al Sikes, who has already announced his resignation, and Commissioner Sherrie Marshall, whose term has expired.

In addition, the sources said it's unclear whether there will be sufficient time to bring the Clinton administration's new commissioners on board before the rules are set to expire. #

pire if the FCC  
is unable to  
come up with a  
new rationale  
for them or un-  
able to create  
new rules.

# FCC urged to halt cable's interim rate hikes

By DOUG HALONEN  
Washington bureau chief

WASHINGTON—Cable operators are urging the Federal Communications Commission to halt interim rate hikes that are being imposed by the FCC on cable operators that are not complying with the new rate guidelines.

Those hikes are set to go into effect until April 30. In a Dec. 9 letter to the FCC, the group

of lawmakers, led by Sen. Ernest Hollings, D-S.C., and Rep. John Dingell, D-Mich., assert that the law provides the FCC with the power to "prevent" rate hikes.

"We urge the FCC to pay particular attention to those cable operators who rush through rate increases in anticipation of the new rate guidelines," the lawmakers said.

FCC officials said they, too, would be concerned about such rate hikes.

Added a spokeswoman for the National Cable Television Association, "We would hope that rate increases are reasonable."

Also last week, the FCC issued orders to 500 cable TV systems to begin complying with the basic rate regulation guidelines required by the new cable TV law.

According to the FCC, some of the surcharges are "unreasonable" and "unjust" to systems in competition with other systems. The FCC also requested public comment on a variety of the law provisions that are supposed to go into effect by April 30.

The FCC also requested public comment on a variety of the law provisions that are supposed to go into effect by April 30. The FCC also requested public comment on a variety of the law provisions that are supposed to go into effect by April 30.



Dear Customer:

Since cable television's birth in 1948, some 60 million Americans have chosen to receive a major share of their information, education, and entertainment through it. Here, at United Artists Cable, we are proud of the quality service and programming we provide to some 85 thousand customers in the east San Fernando Valley and expect to add more customers in 1993.

With the significantly higher costs associated with maintaining the cable facilities; technical equipment; salaries for 240 employees; and increases in program fees that we pay to many networks we carry requires us to make a modest 50 cent rate increase in our monthly rates.

Effective with your January 1993 billing statement, our plus service will increase from  $\$14.95 + .50 = \$15.45$  per month. We will also be charging a \$2.95 fee for second TV set remote control. Other regular monthly charges, except as noted below, will continue to apply for any additional services.

Here's some other changes and improvements you can expect in 1993:

- **ENCORE**, an optional premium service which features hit movies of the 60's, 70's, and 80's, will go down \$5.45 in price from \$6.95 to **\$1.50** per month.
- The **Senior's discount** has been simplified - just show your qualifying utility bill and picture identification and start enjoying the savings! Discount also applies for **low income customers**. The 10% discount is offered on Basic and Basic Plus service only.
- **Digital Music Express (DMX)** will be coming to our system in 1993. It is a digital audio service which provides pure, uninterrupted, compact disc quality music 24 hours a day through your home stereo system. More details to follow!
- Customer Service Representatives who answer your phone calls will now be able to use **imaging** to see your exact billing statement on their computer screen along with an additional page of your billing history.
- A **3-panel billing statement** has been created to make your monthly statement easier to read and understand.
- Pay Per View orders may be processed in as little as **15 seconds** by phone with the introduction of advanced "**short order**" technology, plus, you'll be able to see the listings of showings for the upcoming 5 hours of programming on a designated channel.



For all current and new customers, please note that all our packaging will now fall under the Entertainer series shown below:

**HBO\* • SHOWTIME • DISNEY • CINEMAX • THE MOVIE CHANNEL**

- **Standard package** -- choose from any two of the above for \$17.95.\*
- **Classic package** -- choose from any three of the above for \$22.95.\*
- **Deluxe package** -- choose from any four of the above for \$27.95.\*
- **The Works** -- All five of the above for \$33.40.
- **If selecting HBO add 45 cents (applies to above package prices and a la carte purchase).**

Add \$1.00 to any of the above packages and get all the hit movies of the 60's, 70's, and 80's on **ENCORE**, channel 14.

As you may know, Congress recently adopted legislation which extends greater regulation over cable television rates. The Federal Communications Commission is expected to adopt rate regulation guidelines and rules by mid-1993. Based on current information, we believe the rate adjustments we are taking are consistent with the provisions of the new law.

We regret we cannot yet answer all your questions on the new legislation until the FCC acts. We are committed to complying with the new rules - and doing all we can to make cable television programming and service even better.

We appreciate having you as a customer, and hope that you will continue to enjoy the vast array of quality programming cable TV has to offer. At United Artists Cable, "We're taking television into tomorrow."

Thank you for your continued patronage.

Sincerely,



George Noel  
General Manager